

June 27, 1996

*Letter from AT&T
to all CCI end-users.*

Thank you for your recent inquiry regarding the "Periodic True-Up Charges" that appeared on your telephone bill. AT&T realizes that this charge may come as a surprise. Please allow us a moment to explain the entire situation to you.

AT&T's records reflect that you are a customer of Combined Companies, Inc. (CCI) and not a direct customer of AT&T. Companies like CCI routinely purchase service from AT&T, and other carriers, at volume discounts which they then resell to businesses like yours under terms and prices with which AT&T is not familiar. In other words, CCI is a customer of AT&T, while your company is a customer of CCI (or of an intermediate reseller to which CCI may provide service).

AT&T files tariffs with the Federal Communications Commission (FCC) that spell out customer requirements and commitments. In the case of the service CCI has purchased from AT&T, CCI is liable for shortfall charges if it does not meet its annual revenue commitment, which is what has happened. (You should know, however, that CCI disputes these charges.)

The tariff provides that shortfall charges should be billed initially on a prorated basis to all locations on CCI's plans. Although AT&T offered to bill CCI directly, CCI declined the suggestion. The shortfall charges were then billed to CCI's customers to comply with the tariff requirement. These charges will soon be transferred to a bill directed to CCI itself. Until CCI pays these charges, the discounts otherwise received under AT&T's tariffs will be applied to offset the shortfall charges. As a result, these discounts likely will not appear on the bills prepared by AT&T, at least for an interim period.

AT&T understands that CCI has issued letters to some of its customers urging them to contact the FCC on this matter by sending a fax to 800-338-0409. Of course, you should feel free to contact whomever you wish about this matter. You should know, however, that the number CCI has furnished is not the FCC's. Instead, it appears this number terminates at a CCI fax machine.

AT&T apologizes for any hardship or inconvenience this episode may have caused for you or your business. If you have any questions about this matter, we suggest you contact your carrier, CCI, directly.

AT&T 800 READYLINE®



Invoice

**BILLING INQUIRIES
TO PLACE AN ORDER
SERVICE PROBLEMS**

CALL - 1 800 691-1131
CALL - 1 800 222-0400
CALL - 1 800 222-3000

Account Number	Customer 800 Number(s)	Bill Date	Payment Due
131 026-1223 633	800 527-6661	Jun 10, 1996	Jul 4, 1996

Total Amount of Last Bill	111.37	
Payments Applied Through JUN 10	111.37	CREDIT
Balance	0.00	
Current Charges	4,428.60	

AMOUNT DUE

4,428.60

THANK YOU FOR YOUR PROMPT PAYMENT

REMITTANCE SECTION. PLEASE TEAR AT PERFORATION AND MAIL PAYMENT.
PLEASE MAKE SURE THAT AT&T P.O. BOX ADDRESS IS SHOWING THROUGH THE ENVELOPE WINDOW.

To ensure proper credit, please detach this portion and return with remittance.

Remittance Document

004124 3 FN .780 RS 3000229

KILLEARN BROKERS
REALTY
3646 SHAMROCK W
TALLAHASSEE FL 32308-2642



Account Number: 131 026-1223 633

Bill Date: Jun 10, 1996

Address Correction:

Please make checks payable to:

PLEASE PRINT NAME AND ADDRESS

AT&T
P.O. BOX 27-680
KANSAS CITY, MO 64180-0680

Amount Due:

4,428.60

Amount Enclosed:

☐ (check-box)
Print new address
on reverse of form.

13102612236332424000000442860000044286000000000009

AT&T 800 READYLINE®



Summary of Charges

BILLING INQUIRIES CALL - 1 800 691-1131
 TO PLACE AN ORDER CALL - 1 800 222-0400
 SERVICE PROBLEMS CALL - 1 800 222-3000

Account Number	Customer 800 Number(s)	Bill Date	Payment Due
131 028-1223 633	800 527-6661	Jun 10, 1996	Jul 4, 1996

Charges	Amount	Subtotal
MONTHLY SERVICE - JUN 10 Thru JUL 9 AT&T 800 READYLINE®	20.00	20.00
AT&T TERM PLAN / PRICING PLAN ACTIVITY AT&T 800 READYLINE Domestic 20.00% CSTP II Option B Pricing Plan Applied to \$ 66.02	13.21CR	13.21CR
TAXES ON TOTAL CURRENT CHARGES Federal Tax 2.23 State Tax - FL 289.46 Local Tax - FL 1.86 FL GRS RCPT TX SURCH 2.56% 63.54 FL INTRASTATE GR RCT SURCH 39.67		396.76
CALLS DIRECTED TO: 904 893-6100		
DOMESTIC USAGE In-state usage 19.90 In-state Local Toll usage 6.00 Out-of-state usage 40.12		66.02
OTHER CHARGES AND CREDITS		
1. AT&T TERM PLAN PERIODIC TRUE UP CHARGE TOTAL OTHER CHARGES AND CREDITS (EXCL TAX)	3,959.03	3,959.03
TOTAL CURRENT CHARGES		4,428.60

ATTN
Beth Taylor
1-800-245-1826